

I live in Albuquerque, New Mexico, and have been a dissatisfied Qwest customer for many years (since they were known as Mountain Bell). Where Qwest has a monopoly (telephone service) they handle it so badly that I've considered doing without it altogether--few people in Albuquerque would choose to do business with Qwest if they had a choice. Not only are Qwest employees effectively discouraged from actually helping customers, often they don't have the training or information they need to help anyway. In addition to the telephone service problems, I have been lied to and berated by Qwest personnel, and I don't know many people here who *can't* say that.

If you allow Qwest to shut out their competitors from using resources that *we* have paid for developing, it will destroy those competitors. Please do not give Qwest what amounts to a monopoly over (non cable) high speed access. There is no reason to believe they will manage it any better than they have telephone service. They have demonstrated their indifference to customer service. Their competitors have demonstrated their dedication to it. If Qwest wants to compete legitimately, they have everything they need except the will to do so.